Rent Relief Supervisor (Temporary)

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Rental Relief Supervisor (Temporary-Exempt)</th>
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<tbody>
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<td>Job Hours:</td>
<td>Full time</td>
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<tr>
<td>Salary:</td>
<td>$1,753. to $2,165. Semi-monthly, DOE</td>
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Position Summary
The Rental Relief Supervisor manages a team of employees who work with participants and families, including populations such as seniors and disabled, homeless or at-risk of homelessness, along with neighbors who make first contact with ACCESS for services related to the pandemic or the natural disaster. The ideal candidate has experience working with issues related to homelessness, substance abuse, mental health, and history of trauma. They can provide an advanced level of support to the staff members. This person will support the enhancement of ACCESS' Relief Programs and rental assistance.

Position Duties & Responsibilities
- Directly supervise employees and carry out supervisory responsibilities in accordance with ACCESS organizational policies and applicable Federal/State laws.
- Coordinate and supervise staff whether through phone, email, or at the office.
- Work as a team with the Department Director and Compliance Analyst, to develop work plans for State/Federal programs. Suggest programmatic changes to work plans and work with the Compliance Analyst to amend plans as necessary according to State/Federal regulations during the program year.
- Implement annual program budget and track spending across programs
- Provide a positive, thoughtful, focused approach, embracing consistency, attention to detail, and Creativity.
- Assist in the interview and hiring process for employees. Plan, train, assign, and direct work.
- Work with the Department Director to identify staff training and development opportunities.
- Coordinate, oversee, direct, and schedule all work performed within their directed program.
- Have overall responsibility of project and program functionality, including but not limited to determining eligibility, review applications, verify stability plans, and meet Homeless Management Information System (HMIS) requirements.
- Coordinate staff to ensure that federal and state guidelines are followed and participants and evaluated and enrolled appropriately.
- Facilitate referrals to other services (e.g. substance abuse treatment, specialty care and community resources) as needed.
- Provide a positive, thoughtful, focused approach, embracing consistency, attention to detail, and creativity.

Position Requirements
- Belief in ACCESS' mission to help people help themselves.
- Bachelor's degree in Social Services or similar field; the equivalent of work experience in social service management may be substituted.
- Demonstrated at least 3 years supervision experience in similarly complex environment.
- Experience overseeing monthly program budgets and reporting for regulatory compliance.
Rental Relief Supervisor (Temporary)

- Ability to coordinate multiple projects simultaneously in a high-pressure and time sensitive environment.
- Ability to provide training, orientation, consultation, and guidance.
- Excellent computer skills and proficiency in software programs including but not limited to Microsoft Office products and web-based applications. Experience using databases as a tool for effective operations and knowledge management.
- Excellent interpersonal, verbal, and written communication skills.
- Strong organizational and analytical skills.
- Demonstrated ability to work effectively with customers and co-workers and sustain participant and interdepartmental confidentiality.
- Ability to maintain a professional demeanor while working with people that are in difficult situations.
- Valid Oregon driver's license with record that is acceptable under ACCESS' insurance policies.

Preferred Qualifications
- Experience in a case managed temporary financial assistance program
- Familiar and comfortable working with issues related to homelessness, substance abuse, mental health, and history of trauma.

Apply by Sending Application, Cover Letter & Resume To
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504
OR Email hr@accesshelps.org